



Human Resources Advisor

Position Number: 500444

Directorate: Governance and Corporate Performance

Department: People and Culture

Reports to: Senior Workplace Relations Coordinator

Classification: Band 6

Employment Status: Permanent

Location: **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

Date created/amended: July 2019

Employee signature:

Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



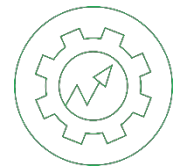
Respect



Customer Service
Excellence



Accountability



Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



About the Role

Objectives

- > Provide professional service and advice on human resource issues to management and employees, including recruitment, industrial relations, managing of performance, employee relations.
- > Provide advice and guidance to staff and managers about HR Policies, Processes and Procedures.
- > Provide advice and guidance on workforce planning
- > Update and maintain relevant databases and software systems, ensuring quality of data and accurate reporting.
- > Provide a high level of customer service and liaise with staff at all levels whilst maintaining a high level of professionalism, integrity and confidentiality.
- > Develop process improvements and process documentation within the Human Resources Department.
- > Assist management in employee and industrial relations matters.
- > Support the review, development and implementation of HR strategies to attract, recruit, select, develop and retain competent and capable employees.

Key Responsibility Areas

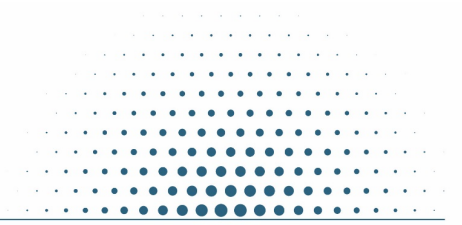
- > Contribute to development and implementation of plans, strategies and programs to upgrade the quality, productivity and flexibility of human resources within Mitchell Shire Council.
- > Undertake research and prepare documentation, to assist management in employee and industrial relations.
- > Undertake specialist ER work in accordance with the relevant stakeholders as operationally required
- > Provide advice and guidance on workforce planning to staff and managers
- > Regularly review and enhance the online recruitment database to better service the organisation
- > Assist and train managers and employees on the use of HR systems, such as PageUp and Employee Self Service
- > Assist with the provision of professional service and advice on all human resource issues to management and employees, including updating/ implementing policy and procedures Assist management and employees with understanding effective HR practices in order to deliver organisational objectives and maintain a positive culture
- > Assist with research and in consultation with the Senior Workplace Relations Coordinator, provide legislation and policy interpretation on all matters relating to employment conditions.
- > Deliver high quality internal services to managers and supervisors, regarding recruitment needs, sourcing, selecting and interviewing candidates for various positions across the organisation
- > Create position descriptions as required ensuring positions are created in line with the organisation's operational needs and approval mechanisms
- > Review and provide advice on position classifications in accordance with Award criteria
- > Undertake face to face exit interviews and report on feedback received.
- > Maintain and develop core HR IT systems, specifically contributing to the development of and subsequent maintenance of HR hierarchies (e.g. reporting lines)
- > Contribute to HR Management System projects (e.g. selecting, testing and implementing software).
- > Develop HR systems to support the production of organisation charts.
- > Investigate, develop and implement work practices and procedures that further enhance the efficiency of the HR/Payroll function and Online Self Service.



- > Preparation and analysis of complex HR/Payroll Metric/statistical data and dashboards to support the reporting requirement.
- > Ensure that accurate and consistent records are maintained and transactions are processed in a timely manner.
- > Provide accurate general human resources guidance and information to all customers in a prompt and efficient manner and escalate queries as required
- > Produce and develop a range of Human Resource correspondence including contracts of employment, resignation letters, change of employee status details and other ad hoc internal/external communication as required.
- > Ensure that confidentiality and security of personnel data, systems and records is maintained at all times.

Other Duties

Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



About You

Key Selection Criteria

1. Demonstrable experience in managing and prioritizing a mixed workload in a human resources environment.
2. Understanding of HR processes and legislative requirements to be able to provide generalist advice and assistance
3. A strong customer focus, which influences all aspect work
4. The ability to define and refine processes, to streamline processes.
5. The ability to understand policies and procedures and translate these into both processes and advice given to colleagues.

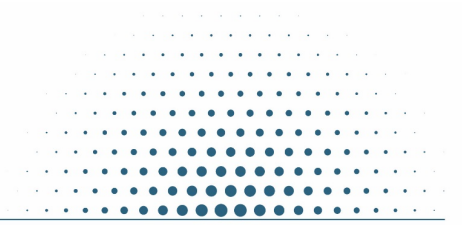
Qualifications and Experience

Essential:

- > Either academic (degree or diploma level) or substantive experience in a human resource environment.
- > Experience within a Human Resources environment including applying and ensuring adherence to Human Resources policy and procedures.
- > Understanding of relevant enterprise bargaining agreement, awards and agreements
- > Proven ability to provide support and advice to management and employees on a wide variety of human resources matters.
- > Proven customer service skills and the ability to communicate effectively.
- > Well-developed organisational skills with the ability to manage multiple tasks whilst maintaining attention to detail.
- > Demonstrated computer literacy and sound experience in maintaining databases, word processing, spreadsheets etc.
- > Willingness to undertake National Police Check

Desirable:

- > Local Government experience



Position Requirements

Accountability and Extent of Authority

- > Understanding policies and procedures and the requirement to provide advice to managers and employees at Mitchell Shire Council, with support available from the HR Services Coordinator/Senior HR Advisor.
- > Formal input into HR policies and understanding the impact of these policies within the legislative and organisational context
- > Accountable for the quality, timeliness and accuracy of own work.
- > The supervision or delegation of some tasks to other administrators within the HR Services team, with guidance from the Senior Workplace Relations Coordinator.
- > Actions such as generalist HR advise and employee relations advice may have a significant impact but could be subject to review by more senior employees.

Judgement and Decision Making

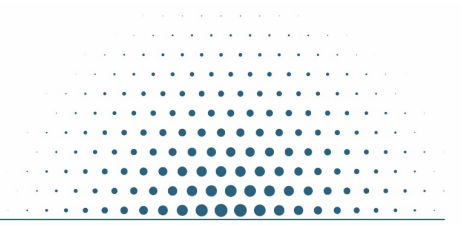
- > The ability to select from a range of defined processes and procedures to provide guidance on a range of matters related to HR Services.
- > Problem solving activities to be undertaken to ensure process efficiency and high levels of customer service.
- > Required to exercise judgement and make appropriate decisions and evaluate alternatives within prescribed procedures and guidelines.
- > Guidance and advice is usually available

Specialist Skills and Knowledge

- > An understanding of the relevant employment legislations, EBA, awards and agreements in order to provide timely and accurate advice to employees and management
- > An understanding of the long-term goals of the People & Culture department and an awareness of how this fits into the organisational needs/strategies
- > Demonstrated ability in researching, developing, implementing, evaluating and continuously improving HR systems, procedures and processes.
- > Proven experience in the effective utilisation of Human Resource information systems (HRIS)
- > Required to exercise judgement and make appropriate decisions and evaluate alternatives.
- > Well defined prioritisation skills and the ability to maintain an efficient and effective work priority schedule.
- > Proficient computer skills.
- > Effective and accurate reporting skills.

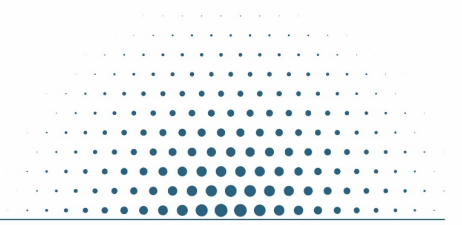
Management Skills

- > Ability to work independently and as an effective team member.
- > Proven organisational, time management and goal setting skills with the ability to set priorities and plan and organise work in an environment of competing and changing demands.
- > Supervision and delegation of tasks to other team members as required
- > Ability to implement relevant policies and procedures
- > An understanding of the long term goals of the organization and where this positions sits in relation to those goals



Interpersonal Skills

- > Ability to gain the cooperation of, and communicate effectively, both verbally and in written form, with a broad range of stakeholders.
- > The preparation of internal and external correspondence either from template or ad hoc as required.
- > Well-developed interpersonal and communication skills (verbal and written).
- > Self-motivated with the ability to use initiative, maintain professionalism, integrity and confidentiality.
- > An ability to work effectively with managers and employees throughout Mitchell Shire to provide guidance and support on HR topics.
- > To provide assistance to individuals outside the organisation (particularly in recruitment).
- > Absolute integrity, confidentiality, trustworthiness and professionalism are required.



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

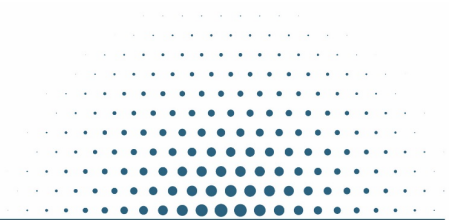
Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.